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**HUMAN RESOURCES MANAGEMENT
PRACTICES IN CREATING THE DESIRED
COMMITMENT AND ATTITUDE FOR QUALITY
IMPROVEMENT**

A CASE STUDY BASED ON SELECTED BANKS

**MASTER OF BUSINESS ADMINISTRATION IN
MANAGEMENT OF TECHNOLOGY**

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Declaration

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LIST OF ABBREVIATIONS

HR	– Human Resources
HRD	– Human Resources Development
HRE	– Human Resources Environment
HRM	– Human Resources Management
HRU	– Human Resources Utilization
PDCA	– Plan-do-check-act
PE	– Performance Evaluation
QBS	– Questionnaire Based Survey
TQM	– Total Quality Management
OD	– Organizational Development



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ABSTRACT

The research was carried out to find out the usability of already developed human resources practices in banks for employees' attitude and commitment creation, which finally decides the organization product quality. Deductive research methodology was adopted with the participation of randomly selected sample populations from four different banking organizations.

Literature review had been conducted about several human resource models and practices and consequences of employing these practices and models were analyzed. In the data collection process, questionnaires were circulated among the selected group of employees of the sampled organizations.

This research is concluded with the result that several Human Resources Management practices are being used by many organizations, which tries to create competitive advantage with respect to available human resources and plan to succeed in this knowledge based economies. Each and every Human Resources Management practice has its own impact towards the employee's attitude and commitments creation that ultimately affects the organization's product or service quality.